SYLLABUS

BACHELOR OF BUSINESS ADMINISTRATION (Hons.) (Semester Scheme)

2012-2015



School of Studies in Commerce

VIKRAM UNIVERSITY, UJJAIN

1917/12 1917/12 118/

(0)80m1 - 1917112

B.B.A. (Hons.) 3 YDC

Scheme of Internal/External Marks

External Assessment -

The external written examination paper of 35 marks may consist of maximum 10 questions – (may carry sub-parts also) such as long answer questions/short answer questions/objective type questions with alternative choices etc. may be asked)

Numericals based question papers will have 60% numerical questions and 40% weightage for theoretical questions.

Internal Assessment -

The internal assessment of **15 marks** in each subject of B.B.A. (H) (Hons.) 3 YDC will comprise of written tests/assignments/viva-voce about concerned subject/group assignments/seminars/presentations/oral or written quizs/case discussions/small exercises/attendance, class discipline, class behaviour, class participation/write ups etc. to be assigned and assessed by concerned subject faculty. The weightage of these marks may vary subject wise.

Project Report and Viva-Voce

- 1) Every **B.B.A.** (**H**) (**Hons.**) student shall be required to submit a project report on a given topic related/connected with Business Hosue/ Industry/Trade or Commerce/Enterprise/Secretarial Department of any Firm/C.A. Firm/Factory/Banking Co./Insurance Co./e-Commerce or any other organisational/National/International matters or issues or problems.
- 2) The topic has to be approved by the Organisational/H.O.D. and as prescribed by the H.O.D.
- 3) The student will have to submit 2 copies of project report within the period specified by the H.O.D.
- The report submitted by the candidate for the **B.B.A.** (**H**) (**Hons.**) degree shall be examined by an internal and an external examiner independently and the marks shall be shared equally by them.

5) Half of the marks will be earmarked for Viva-Voce.

19-97-12 (3) # (91) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3

B.B.A. (H) (Hons.) 2012-2013 2012-1) COURSE & EXAMINATION STRUCTURE

FIRST YEAR

First Semester –

	-1-towo	Marks			
Code	Nomenclature	External	Internal	Total	
	Language	35	15	50	
B.B.A. (H)-101	Business Language	35	15	50	
B.B.A. (H)-102	Managerial Economics	35	15	50	
B.B.A. (H)-103	Business Mathematics	35	15	50	
B.B.A. (H)-104	Business Regulatory Frame work	35	15	50	
B.B.A. (H)-105	Financial Accounting Total		75	250	

Second Semester -

		Marks		
Code	Nomenclature	External	Internal	Total
	177' 1	35	15	50
B.B.A. (H)201	General Hindi	35	15	50
B.B.A. (H)202	Business Statistics Business Communication	35	15	50
B.B.A. (H)-203		35	15	50
B.B.A. (H)-204	Computer Fundamentals	35	15	50
B.B.A. (H)-205	Principles of Management Total	175	75	250

19-07-12 3 (2000) 19/312 19-07-12 3 (2000) 19/312

SECOND YEAR

Third Semester -

	1-type	Marks		
Code	Nomenclature	External	Internal	Total
	Advanced Financial	35	15	50
B.B.A. (H)-301 B.B.A. (H)-302 B.B.A. (H)-303 B.B.A. (H)-304 B.B.A. (H)-305	Accounting Entrepreneurship Development Company Law Cost Accounting	35	15	50
		35	15	50
		35	15	50
		35	15	50
		35	15	50
	Project Management Total	175	75	250

Fourth Semester -

1. fumo	Marks		
Nomenciature	External	Internal	Total
- intional Rehaviors	35	15	50
, —	35	15	50
1	35	15	50
	35	15	50
	35	15	50
Auditing	175	75	250
	Nomenclature Organizational Behaviors Environmental Studies Management Accounting Taxation Auditing Total	Organizational Behaviors Environmental Studies Management Accounting Taxation Auditing External 35 35 35 35 35	Nomenclature External Internal

19.07.124

Map 1/2

19/2/12

THIRD YEAR

Specialization - Marketing Management

Fifth Semester -

Code	Nomenclature	Marks		
		External	Internal	Total
B.B.A. (H)-501	Marketing Management	35	15	50
B.B.A. (H)-502	Financial Management	35	15	50
B.B.A. (H)-503	Business Ethics	35	15	50
B.B.A. (H)-504	International Business	35	15	50
B.B.A. (H)-505	Management Information System	35	15	50
B.B.11. (11) 000	Total	175	75	250

Sixth Semester -

Code	Nomenclature	Marks		
		External	Internal	Total
B.B.A. (H)-601	Sales Management	35	15	50
B.B.A. (H)-602	International Marketing	35	15	50
B.B.A. (H)-603	Advertising and Sales Promotion	35	15	50
B.B.A. (H)-604	Market Research	35	15	50
B.B.A. (H)-605		35	15	50
	Total	175	75	250
	Project Report & Viva Voce *	50		50
		225	75	300
			1	· · · · · · ·

* Note: The Valuation of Project Work will be done on the basis of Unified Guide Line given by Higher Education Semester Scheme.

19.07.125

6. 8101 - Ant

B.B.A.(Hons) I Year

Ist SEMESTER COURSE **Business Language**

B.B.A. (H) 101

Course Objective:

The Objective of this paper is to create awareness among students about usage of business language and of general English.*

Course Contents

1. Comprehension, Précis,

2. Essay on Current Economic Problems

3. Expansion of Idea

4. Grammar: Verbs; prepositions; transformation of sentences.

5. vocabulary: Phrases and idioms; business terms and other words.

6. Business Etiquettes, manners, body language, gestures, etiquette of the telephone, etiquette of the written word.

Books Recommended:

1. Wren and Martin: English Grammar and Composition, 2003

: Business Communication, Galgotia Pub., 2003 2. Sinha, K.K.

3. Robinson, David : Business etiquette, Kogan page

: The Oxford Companion to the English Language, OUP 4. McArthur T

: Grammar in the Classroom, Macmillan, N.Y 5. Lester, M

MANAGERIAL ECONOMICS B.B.A H-102

Course Objectives:

The objective of this course is to provide the students an understanding of the concepts and tools of economic analysis of business situation to enable them to take managerial decisions in the light of economic changes influencing the economy.

Course Contents:

- 1. Meaning, Concepts, Scope, Significance of Managerial Economics.
- 2. Demand Analysis Law of Demand, Demand Determinants, Elasticity of Demand, Demand
- 3. Cost Analysis Cost Concepts, Elements of Cost, Cost Output relationship in the short run & long run, Law of Returns to scale, Law of Variable proportions.
- 4. Price Analysis Law of Supply, Pricing under different market conditions & Structures,
- Price Discrimination. 5. Profit Analysis - Nature and Concept of Profit, Theories of Profit, Break Even Analysis, Profit Planning & Control.

Suggested Readings:

- 1. Managerial Economics Joel Dean
- 2. Managerial Economics Varshney & Maheshwari
- 3. Managerial Economics M. Adhikary
- 4. Managerial Economics G.S. Gupta
- 5. Managerial Economics P.L. Mehta
- Agrawal & Agrawal (Hindi Edition) 6. Business Economics

B.B.AH-103 BUSINESS MATHEMATICS

Course Objectives:

The paper aim to give knowledge of mathematical tools and techniques with reference to business transaction practices.

Course Contents:

- 1. Average Computation of Mean for Grouped Series, Problems Based on combined average simple & weighted average.
 - Ratio and proportion Its type comparison, Addition, Subtraction of Ratios, Two or more ratio in a single form.
 - Percentage Problem based on Quantity, Price Mixture etc.
- 2. Concept of Commission and its Calculation Calculation of commission relating to sales, Rate of commission relating to brokerage.
 - Discount Its types & Calculation.
 - Concept of Profit V/s Loss & its Calculation.
- 3. Concept and Calculation of Simple Interest & Compound Interest Problem relating to interest, Time, Rate, Principal & Amount etc.
- 4. Simultaneous Equations Meaning, Characteristics and Method of Calculation including cross multiplication containing 3 unknown quantities.
- 5. Study of Logarithm & Antilogs Principles & Calculations.

 Elementary Matrix Definition, Types, Addition, Subtraction & Multiplication of Matrix.

Suggested Readings:

- 1. Business Calculations Mangal & Singhal
- 2. Commercial Mathematics R. Gupta
- 3. Mathematics & Statistics Goel & Goel
- 4. Business Mathematics Dr. S.M. Shukla (Hindi Edition)

Note: In this paper 60% shall be numerical questions and 40% shall be theoretical questions.

Beer 1917/12 (C) 19.07.12 8 (O) 1917/1

B.B.AH-104 BUSINESS REGULATORY FRAMEWORK

Course Objectives:

The objective of this course is to give basic knowledge of important business & economic laws applicable to Indian Business Houses so that students understand the basic legal framework of business operations.

Course Contents

1- Indian Contract Act, 1872

(i)Basic concepts of (a)Valid Contract (b) Void, Voidable and Illegal Agreements (c) Quasi Contract (ii) Offer and Acceptance (iii) Consideration (iv) Capacity of the Parties to Contract (v) Free Consent - Coercion, Undue Influence, Misrepresentation, Fraud and Mistake (vi) Legality of Object and Consideration (Basic Rules) (vii) Performance of Contract (Basic Rules) (viii) Breach of Contract - Remedies, Damages. (ix) Concepts of Contingent Contract Agency, Bailment and Pledge, Indemnity and Guarantee Practical Assignments: ICA, 1872; 'Mock court'/Role play exercises

2- Sale of Goods Act, 1930

Formation of Contracts of Sale - Goods and their Classification - Conditions and Warranties - Caveat Emptor - Transfer of Property in Goods - Performance of Contract of Sales - Unpaid Seller and his rights. - Remedies for breach of Contract of Sale of Goods

3. Negotiable Instruments Act, 1881

Definition of Negotiable Instruments - Features; Promissory Note, Bill of Exchange and Cheque Dishonour and Discharge of Negotiable Instrument

4. The Consumer Protection Act, 1986

Purpose - Definition of Complaint, Consumer, Consumer Dispute, Goods, Services, etc. - Objectives of the Central Council and State Council - Composition and Jurisdiction of District Forum, State Commission and National Commission -Procedure of Filing Complaint

Practical Assignments; 'Mock court'/Role play exercises

5-An overview FEMA ACT

References:

1. Mercantile Law - N.D. Kappor

2. Mercantile Law - V.K. Batra & N.K. Kalra

3. Industrial Law - P.L. Malik

4. Mercantile Law - M.C. Shukla

5. Business Law - M.C. Kuchhal

B.B.AH-105 Financial Accounting

Course Objective :

The objective of this course is to help students in acquiring the ability to record business transactions according to modern methods of accounting and use accounting data as an aid in the decision making.

Course Contents

1- Accounting Concepts- generally accepted accounting principles Concepts, conventions. Overview of Indian Accounting Standards

2- Basic accounting equ ation - transaction an alysis - Journal, Ledger & Trial Balance.

3. Basic Principles of p reparing final Accounts

Valuation of Inventories: AS 2

Preparation of Tradin g account: Profit and Loss Account & Balance Sheet of Sole proprietorship business - Vertical & Horizontal format & reference to AS1 & AS5.

4- Comcepts & Methods of Depreciation, Bank Reconciliation Statement

5- Partnership Accounts - Partnership Deed, Profit Sharing Ratio, Admission & Retirement of A Partner, Dissolution of Partnership.

References

Advanced accounts Sukla, grewal, Gupta: S.Chand

Principle fo Accounting: Gupta R.L. & M Radhaswamy: Vol 1 Sultan Chand

Financial Accountin Mukherjee Hanif: Tata Mcraw

Indian Accounting Standrads Asish Bhattacharya: Tata Mcraw

Accounting Theory E.S.Hendriksen

Note: In this paper 60% shall be numerical questions and 40% shall be theoretical questions.

Hnd SEMESTER COURSE

B.B.A.H-201 GENERAL HINDI

Course Contents

इकाई एक :- हिन्दी की व्याकरणिक संरचना

हिन्दी और उसकी बोलियाँ : सामान्य परिचय हिन्दी शब्द- भेदः विकारी और अविकारी शब्द अषुद्धि— शोधन और हिन्दी वर्तनी का मानकीकरण हिन्दी का शब्द - भंडार हिन्दी शब्द-निर्माण : उपसर्ग, प्रत्यय, संधि और समास वाक्य की परिभाषा और भेद

इकाई दो:- संप्रेषण कौषल/अभिव्यक्ति क्षमता

पत्र लेखन :- व्यावहारिक पत्र, व्यावसायिक पत्र और आवेदन पत्र, प्रारूपण और प्रमुख कार्यालयीन पत्र -परिपत्र आदेष, अधिसूचना, ज्ञापन, अनुस्मारक और पृष्ठांकन संक्षेपणः सभी के स्वरूप, अंग एवं अभ्यास

इकाई तीन :- पल्लवन और रिपोर्ट-लेखन

सामाजिक – आर्थिक विषयों और समकालीन संदर्भो पर पल्लवन एवं समाचारपत्रों के लिए रिपोर्ट- लेखन की प्रकिया का अभ्यास

इकाई चार:- पारिभाषिक शब्दावली

पारिभाषिक शब्द : अर्थ, विषेषताएँ और प्रकार पारिभाषिक शब्दावली : प्रषासनिक, मानविकी, आर्थिक और सामाजिक विज्ञानों की शब्दावली

इकाई पाँच :- अनुवाद और अपठित गद्यांष

अनुवाद: स्वरूप, प्रकार और महत्व ॲग्रेंली और हिन्दी के पारस्परिक अनुवाद के अभ्यास अपठित गद्यांष

सहायक ग्रंथ सूची -

भारतीयता के अमर स्वर — (प्रधान संपादक) डॉ. धनंजय वर्मा प्रकाषन : म.प्र. हिन्दी ग्रंथ अकादमी, भोपाल

हिन्दी भाषा और वैज्ञानिक चेतना - (प्रधान संपादक) डॉ. धनंजय वर्मा प्रकाषन : म.प्र. हिन्दी ग्रंथ अकादमी, भोपाल

-नवषक्ति हिन्दी व्याकरण – डॉ. बद्रीनाथ कपूर

हिन्दी शब्द सामर्थ्य- डॉ. कैलाषचंद्र भाटिया

हिन्दी वर्तनी की समस्याएँ – डॉ. भोलानाथ तिवारी और डॉ. किरणबाला

हिन्दी की मानक वर्तनी - डॉ कैलाषचंद्र भाटिया और रचना भाटिया

सामान्य हिन्दी : व्यावहारिक हिन्दी — डॉ. भोलानाथ तिवारी और डॉ. ओमप्रकाष गाबा

अच्छी हिन्दी : कैसे बोले ? कैसे लिखें ? – डॉ. भोलानाथ तिवारी

व्यावहारिक हिन्दी – डॉ. भेालानाथ तिवारी और डॉ. महेन्द्र चतुर्वेदी

प्रयोजनमूलक हिन्दी – (संपादक) डॉ. विनय दुबे, डॉ हरिमोहन बुधौलिया और डॉ. शिषप्रभा पांडे प्रकाषक – म.प्र. हिन्दी ग्रंथ अकादमी, भोपाल

अनुवाद विज्ञान – डॉ. भोलानाथ तिवारी

अनुवाद – सिद्धांत और प्रयोग – जी. गोपीनाथ्न

संक्षेपण और पल्लवन – डॉ कैलाषचंद्र भाटिया और तुमनसिंह

अनुवाद – सिद्धांत की रूपरेखा – डॉ. सुरेष कुमार

पत्र व्यवहार – निर्देषिका – डॉ. भोलानाथ तिवारी और विजय कुलश्रेष्ठ

अनुवाद – सिद्धांत और प्रयोग – डॉ. कैलाषचंद्र भाटिया

B.B.A.H-202 Business Statistics

The course is designed to equip the students with statistical techniques applicable to the solutions of business problems. The emphasis will be on applications of concepts and tools to various Course Objective business\commerce related problems and gain understanding of statistical techniques.

1- Introduction- Definition of Statistics, Importance and Scope of Statistics,

Collection & Representation of Statistical Data - Statistical data, Primary and Secondary data; Methods of collection of data; - Tables, Graphs and Charts, Limitation of Statistical Summarization representation of frequency distribution.

- 2- Measures of Central Tendency- Meaning of central tendency, Common Measures of central tendency, Relationship among A.M., G.M. and H.M., Weighted means, Quartiles, Deciles, Percentiles.
- 3- Measures of Dispersion- Common measures of absolute dispersion, Comparisons of different absolute measures, properties of standard deviation; Measures of relative dispersion

Skewness and Kurtosis- Meaning of skewness and kurtosis; different measures of skewness and kurtosis

- Scatter diagram, 4- Correlation and Reg ression-Bivariate data, correlation coefficient, Simple regression lines, simple properties of correlation and regression, Limitation of simple correlation and regression, Spearman's rank correlation formula, Uses of index numbers.
 - 5-Index Numbers- Meaning of Index Number. Problems in construction of index numbers, Types of Index numbers; Different formulae, Cost of living index number; Uses of index numbers.

References:

- 1. Statistical Methods- S.P.Gupta(Sultan Chand & Sons, New Delhi)
- 2. Statistics for business & economics-R.P.Hooda(McMillan, New Delhi)
- 3. Fundamentals of Statistics-S.C.Gupta(Himalaya Publishing House, Mumbai)
- 4. Statistics for Management-R.I.Levin & D.S. Rubin(Prentice Hall of India, New Delhi)

5. Fundamentals of Statistics-D.N. Elhance

B.B.AH-203 BUSINESS COMMUNICATION

The objective of this paper is to make students aware of the practical significance of good business communication and help them in acquiring competence in reporting and drafting for business. Course Objective:

Course Contents:

- 2. Business Letters, Writing Notice, Circular, Agenda, Minutes, Advertisement, Fax, E-Mail, Report, Press Release
- 4. Formal Communication: Speech on various occasions (Oral)
- 5. Group Discussion, Mock Interviews (Practical), Seminar Participation

Suggested Readings:

- 1. Business Communication Dr. Nageshwar Rao & Dr. R.P.Das (Himalayan Publication House)
- 2. Business Communication Pradhan, Bhende & Thakur
- 3. Effective Business Communication Murphy
- 4. Business Communication R.K. Madhukar
- 5. Business Sanchar Agarwal & Mishra (Hindi Edition)

B.B.AH-204 COMPUTER APPLICATIONS

Course Objectives:

To acquaint standards with the conceptual frame of Computer and its applications in accounting, commerce and business.

Course Contents:

1. Introduction of Computers, Computer Architecture, Hardware & Software. Uses of Computers in Commerce, Financial & Accounting and Analysis.

2. Memory: RAM, ROM, PROM, EPROM, EEPROM, Hard Disk, Primary and Secondary Memory, Cache Memory, Physical & Virtual Memory. Number System - Binary, Decimal, Octal, Hex, Inter Conversion of Numbers, Input -

3. Conceptual Framework of Programming Fundamentals, Networking Concepts, Flow Chart, Algorithm and Brief overview of Accounting Softwares, Latest version of Tally etc.

4. Brief Study of Management Information System related to Finance & Accounts, DSS,

b) MS-5. Operating Systems: MS-DOS and Windows 98, MS-Office – a) MS-WORD EXCEL c) MS-POWERPOINT d) Graphics

Suggested Readings:

- 1. Computer Fundamentals Raja Raman
- 2. Fundamentals of Computer P.K. Sinha
- 3. Computers & Commonsense Hunts & Shelly
- 4. Fundamentals of Computer Science Kakar Waswani

B.B.AH-205 Principles of Management

The Course aim is to provide basic knowledge of principles of management so that Course Objectives: students develop qualities and skill to solve problems in business organizations.

Course Contents:

1. CONCEPT AND NATURE OF MANAGEMENT

Meaning; Characteristics - management as a science or an art, management as a profession, universality of management, management as a process; Management and Administration; Lev els of Management, Skills of a manager; Roles of a manager; Significance of management; Limitations of management, Business environment and its interaction with management

Approaches to management - Classical, Neo-classical and modern; C ontributors to management thought – Taylor and Scientific theory, Fayol and Administrative theory, Mayo and Hawthrone Experiments.

3. PLANNING AND DECISION MAKING

(a) Planning: Meaning; Process; Types; Principles; Significance; Limitations; Strategic Planning - meaning and process; MBO - meaning, process and requirements for implementation; Planning premises - meaning and types; Forecasting - meaning and techniques.

(b) Decision Making - Meaning; Types of decisions; Process; Significance; Limitations; Models - Rational economic model and Administrative model;

4. ORGANISATION DESIGN AND STRUCTURE Organisation - Meaning; Process; Principles; Organisation structure - Determinants and forms: line, functional, line and staff, project, matrix and committees; Formal and Informal Organisation; Departmentation - Meaning and Bases; Span of Control - Meaning and Factors influencing; Authority, Responsibility and Accountability; Delegation - Meaning, Process; Principles, Centralisation and Decentralisation decentralisation; Difference between delegation and decentralisation.

5. CONTROLLING Control - Meaning; Steps; Types; Techniques; Significance; Limitations. REFERENCES

WEIHRICH & KOONTZ - "Essential of Management", Tata McGraw Hill STONER, FREEMAN & GILBERTS - "Management", Prentice Hall

HIIrd SEMESTER COURSE

B.B.A.H-301 Advanced Financial Accounting & Reporting

Course Objective

The objective of this course is to help students in acquiring the ability to deal with complex business transactions according to advanced methods of accounting and use accounting data to take practical decisions in business.

Course Contents

- 1-Company accounts: issue, reissue, redemption, forfeiture and buy back of shares and debentures.
- 2-Valuations of shares.
- 3- Amalgamation, absorption, reconstruction, capital reduction, consolidation & merger.
- 4- Holding company Accounts.

Financial Reporting

Aims and objectives of corporate fin ancial reporting.

Disclosure of Financial Reporting.

Conceptual framework of accounting.

References :-

Chakraborty, H., Advanced Accountancy, Oxford University Press.

Shukla & Grewal, Advanced Accounts, Sultan Chand & Co.

Jain and Narang, Advanced Accounts, Kalyani Publishers.

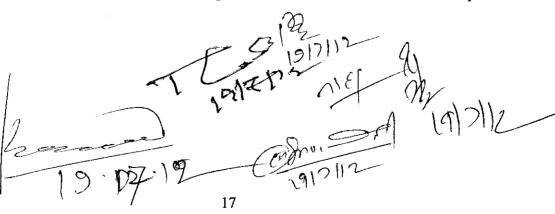
Yorston, Smith and Brown, Advanced Accounts.

Alexander & Britton, Financial Reporting, Chapman & Hall.

Levb arauch, Practical Financial Statement Analysis, Prentice Hall.

Banerjee, B., Regulation of Corporate Accounting and Reporting in India, World Press.

Note: In this paper 60% shall be numerical questions and 40% shall be theoretical questions.



B.B.AH-302 ENTREPRENEURSHIP DEVELOPMENT

To prepare the budding entrepreneurs and to provide the students seedbeds of entrepreneurship at Course Objectives : the entry level and enhance their entrepreneurial skills.

Course Contents:

- 1. Concept of Entrepreneur & Entrepreneurship Role of Entrepreneurship in Economic
- 2. Problems of small scale industries in the Indian Context, Growth of SSIs and entrepreneurial motivation, Policy support to small scale industries & entrepreneurship.
- 3. Forms of Ownership Structural Patterns, Entrepreneurial Development & Training, Aspects involved in the Growth of Entrepreneurial Environment.
- 5. Issues in financing small business. Marketing channels/methods in small business, problem 4. Projects Management – Project idea to project appraisal. of entrepreneurship - reasons and remedies.

Suggested Readings:

1. Entrepreneurship Development

2. Udyamita

3. Dynamics of Entrepreneurial Development and Management

4. Entrepreneurship Development

Dr. C.B. Gupta Sudha G. S. Vasant Desai

G.A. Kaulgud

18

B.B.AH-303 COMPANY LAW

Course Objective

To provide knowledge of company law and other related aspects of secretarial procedures, applications so that students can apply them in their corporate decision making.

Course Contents

Company Law

- 1- Origin of Companies Act, 1956, Definition of Company; Essential features of Company; Statutory Company, Registered Company, Private Limited Company, Public Limited Company.
- 2-Definitions of Memorandum of Association and Articles of Association; The Forms and Contents of Memorandum of Association and Articles of Association; Alteration of Memorandum of Association and Articles of Association; Doctrine of Indoor Management. Prospectus Definition, Contents, Misstatements in the Prospectus, Statement in lieu of Prospectus.
- 3- Promotion and Incorporation of Company: Steps involved in Formation; Procedure for Registration and Incorporation; Certificate of Incorporation; Commencement of Business; Promoters' Liabilities.
- Capital Shares and Debentures : Equity and Preference Shares, Rights and Bonus shares; Share Certificate; Share Warrant; Reserve Capital; Debenture Classification.
- 4- Directors Definition; Mode of Appointment; Retirement, Resignation, Removal and Remuneration of Directors; Power of the Board; Legal Position, Power and Liabilities of Directors; Managing Director, Whole-time Director; Executive Committee.
- 5- Company Meeting: Kinds of Meetings Statutory Meeting, Annual General Meeting and Extraordinary General Meeting; Rules regarding Meeting; Notice; Quorum; Voting; Resolution; Minutes.

Practical Assignments: Company Law (based on latest amendments and court decisions).

References

- 1. Company Law & Secretarial Practice Sahai & S.M. Shukla
- 2. Company Law & Secretarial Practice R.C. Agrawal & N.S. Kothari
- 3. Secretarial Practice S.A. Sherelkar
- 4. Secretarial Practice J.C. Bhal
- 5. Company Law & Practice A.K. Majumdar & G.K. Kapoor
- 6. Companies Act, 1956

7. ICSI Bulletins.

(917112)

1917112

BCH-405 COST ACCOUNTING

Course Objective

The course aim is to provide basic knowledge of principles and techniques of Cost Accounting.

Course Contents

- Cost Accounting: Concept, Objectives, Significance, Installation of Costing System, Elements of Cost and Classification, Record of Stores and its control, Issue of Materials from Stores and their pricing methods, Labour Costing; Overheads, Methods of Allocation, Apportionments and Absorption.
- Output Costing: Cost Sheet, Statement of Cost, Preparation of Tender and Calculation of Tender Price.
- Contract and Job Costing: Preparation of Contract Accounting and Job Accounts; Valuation
 of Work in Progress, Determination of Profit of Complete & Incomplete Contracts,
 Preparation of Contractor's Personal Account.
- 4. Process Accounting: Preparation of Process Accounts, Treatment of Normal and Abnormal Wastage/effectiveness. Joint and Byproduct Costing, Inter-process Transfer at Cost or plus profit. Calculation of unrealised profit included in Closing Stock.
- Reconciliation of Profits as shown by Cost and Financial Accounts. Need of reconciliation, Rules of reconciliation of profits.

References:

- 1. Cost Accounting M.L.Aggrawal (Sahitya Bhawan Publications, Agra)
- 2. Cost Accounting Oswal, M.S.Maheshwari (Ramesh Book Depot, Jaipur)
- 3. Cost Accounting Jain & Narang (Kalyani Publishers, New Delhi)
- 4. Cost Accounting-Jawaharlal (Tata McGrawhill, New Delhi)
- 5. Cost & Management Accounting-V.K. Saxena (Sultan Chand & Sons)
- 6. Cost Accounting (Lagat Lekhankn Hindi)- Nageshwar Rao, Jagadish Prakash, M.B. Shukla (Prayas Pustak Sadan, Allahbad)
- 7. Principles & Practice of Cost Accounting-A.K. Bhattacharya(Wheelar Publishing Home, New Delhi)

Note: In this paper 60% shall be numerical questions and 40% shall be theoretical questions.

19:07:12 (MA)112 19:07:12 (MA)112 20 (Mn) 19/2/12

B.B.AH.-305 PROJECT MANAGEMENT

Course Objective

The course aim is to provide basic knowledge of project, its formulation, management and implementation.

Course Contents

- Project Management: Concept, Tools, Techniques for Project Management, Qualifications, Role and Function of Project Manager, Project Planning and Essentials of good Project 1. Plan.
- Project: Meaning, Characteristics and Steps of Project, Project Life cycle, Identification of Project, Sources of Project ideas, Considerations for initial selection of Project. 2.
- Project Formulation: Pre-feasibility study, Project feasibility analysis, Market Analysis, Technical Analysis, Financial Analysis and Economic Analysis. 3.
- Project Finance: Sources of Finance (including Long term and Short term) Sources, Direct Financial Assistance, Lease Financing and Hire Purchasing System, Special Assistance 4. Scheme of various Financial Institutions.
- Project Reporting: Preparation of feasibility report and cost estimate, Financial Statement Analysis, Estimating Working Capital needs, Risk identification, Performance Analysis and 5. Control of Project.

References

- Project Planning and Management N.P.Agrawal 1.
- Project Planning and Management Prasanna Chandra 2.
- Project Management and Control Narendra Singh 3.

Project Management - Vasant Desai 4.

21

IVth SEMESTER COURSE

B.B.AH -401 ORGANISATIONAL BEHAVIOUR

Course Objectives:

To familiarize the students with the basic concepts, tasks & responsibilities of understanding, analyzing, behaviour of individuals & groups.

Course Contents:

- 1. Introduction to Organisational Behaviour, Concepts, Basic Behavioural Models, Foundations & contributing, Disciplines of O.B., Forms of organization structures
- 2. Understanding Human Behaviour Individual Differences, Personality, Attitude, Values, Status etc.
- 3. Intra Personal Processes Perception, Learning, Power & Authority, Organisational Conflicts & its effects.
- 4. Inter Personal Behaviour, Relationship & Styles, Different theories of Motivation & Styles of Leadership.
- 5. Group Dynamics, Team Development & Team Building, Organisational Change & Organisational Development, OD Intervention..

Suggested Readings:

- 1. Human Behaviour at Work Davis Keith
- 2. Organisational Behaviour Udai Pareek
- 3. Organisational Behaviour Robbins Stephen P
- 4. Business Organisation Singh & Chhabra
- 5. Organisation Psychology Schein Egar H
- 6. Organisation Behaviour L.M. Prasad

18/10/

B.B.AH.-402 ENVIRONMENTAL STUDIES

The objective of this paper is to acquaint the students with the multidisciplinary nature of Course Objective environmental study and become more eco-friendly by way of understanding the concept of biodiversity, human population and related impact on ecosystems.

- Elementary idea about Multidisciplinary Nature Of Environmental Studies Definition, Course Contents Nature, Scope and Importance, Need For Public Awareness, Salient features of Environment Protection Act, Air (Prevention and Control of Pollution) Act, Water (Prevention and 1. Control of Pollution) Act, Wildlife Protection Act, Forest Conservation Act.
 - Overview of Natural Resources Renewable and Non-Renewable Resources Forest Resources, Water Resources, Mineral Resources, Food Resources, Energy Resources, Land Resources, Role Of An Individual In Conservation Of Natural Resources, Equitable Use Of 2.
 - Conceptual Framework of Ecosystems Concept, Structure and Functions of Ecosystems, Resources For Sustainable Lifestyles. Producers, Consumers And Decomposers, Energy Flow In The Ecosystem, Ecological Succession, Food Chains, Food Webs And Ecological Pyramids, An Overview Of Forest, 3. Grassland, Desert & Aquatic Ecosystems.
 - Brief study of Biodiversity and Its Conservation Definition, Genetic, Species and Ecosystem Diversity, Global Warming, Acid Rain, Ozone Layer Depletion, Nuclear 4.
 - Disaster Management Floods, Earthquake, Cyclone and Landslides, Social Issues and The Environment - Water Conservation, Rain Water Harvesting, Watershed Management, Resettlement and Rehabilitation of People, Human Population and Environment - Value 5. Education - HIV/AIDS, Women and Child Welfare, Population Growth, Role of I.T. in Environment, Human Rights, Environment and Human health.

References Environmental Studies - Dr. Dhananjaya Verma (M.P. Hindi Granth Academy, Bhopal). 1.

B.B.AH.-403 Management Accounting

The objective of this paper is to acquaint the students with the basic concepts and Course Objective techniques of management accounting and to enable them to take rational decisions in the area of management accounting.

1- Nature, Scope and conventions of Management Accounting, Functions and Course Contents Limitations of Management accounting, Distinction Between Financial Accounting and Management Accounting.

- i. Basic concepts, marginal costing and absorption costing, cost-volume-profit 2. Marginal costing and break-even analysis analysis, break-even analysis, limitations of break-even analysis, differential cost analysis and relevant cost analysis.
- ii. Applications for management decision making.

Basic concepts, functional budgets (production budget, sales budget and cash budget) 3. Budgetary control and master budgets, flexible budgets, zero-based budgeting, activity-based budgeting.

Concepts/uses and setting of standard cost accounting methods, computation of 4. Standard costing variances; relationship of standard costing and budgetary control, possible reasons for variation in costs.

6. Financial Analysis and Planning

- (a) Ratio Analysis for performance evaluation and financial health.
- (b) Application of Ratio Analysis in decision-making.
- (c) Preparation and Analysis of Cash Flow Statement.

Reference:

- Drury Management & Cost Accounting
- Banerjee Financial Policy and Management Accounting
- Horngren, Sundem & Stratton Introduction to Management Accounting
- Saxena & Vashist Cost & Management Accounting

B.B.AH.-404 TAXATION

Course Objective

The objective of this paper is to make the students conversant with the basic provisions of Indian Income Tax Laws to enable them to take business decisions considering taxation aspects.

1-Definitions of : Person, Assessee, Income, Gross Total Income, Total Income, Course Contents Previous Year, Assessment Year, Dividend, Agriculture Income, Capital Asset, Heads of Income

Residential Status and Tax Incidence: Status of different Assessees - Incidence of Tax for Individual, HUF, Firm ,Company

Income Exempt from Tax

- 2- Computation of Income under different heads:
- (a) Salaries Basic Concepts
- (c) Profits and gains of business or profession –Sec 32, Sec 37, Sec 43B, and (b) Income from house property computation
- (d) Capital Gains Basic Concepts
- (e) Income from other sources

Deduction under Chapter VI A - 80C, 80CCC, 80D, 80E, 80G,

- 3- Assessment of Individuals and Ascertainment of Tax Liabilities
- 4- Excise Basic Features Customs Basic Features Service Tax Basic Features
- 5- VAT Basic Features Central Sales Tax Basic Features

References:

- Income Tax Law & Accounts Dr. H.C. Mehrotra 1.
- Aaykar Vidhan Evam Lekha Patel & Chaudhary 2.
- Income Tax Gupta, Gupta and Modi 3.
- Income Tax Act, 1961 4.
- Direct Taxes V.K. Singhania
- Law & Practice of Income Tax in Indian Bhagwati Prasad. 5.

Note: In this paper 60% shall be numerical questions and 40% shall be theoretical questions.

CORPORATE AUDITING B.B.AH- 405

Course Objective

The objective of this course is to familiarise the students with the concepts, principles, procedures, practices and complexities of auditing practices in limited companies, non profit companies / organisations etc.

Course Contents

- 1. Evolution of Auditing concept, Meaning and objectives of auditing, types of audit-Internal audit, Audit process-Audit programme, routine checking and test checking.
- 2. Standard Auditing Practices, Audit Procedure, Vouching, Verification of Assets &
- 3. Audit of Limited companies- Company Auditor-Appointment, Powers, duties and liabilities and qualification- disqualifications, Divisible profits and dividends, Auditors report,
- 4. Investigation Audit of non profit companies, special audit of Banking Companies, Audit of Education Instituitions, Audit of Insurance companies.
- 5. Recent trends in Auditing, Nature and significance of cost audit, tax audit, management audit and social audit etc.

References:

- 1. Auditing principles & problems-T.R.Sharma(Sahitya Bhawan Pub., Agra)
- 2. Principles of Auditing-B.N.Tondon(S. Chand & co., New Delhi)
- 3. Principles & Practice of Auditing-Pagare Dinkar(S. Chand & co., New Delhi)
- 4. Practical Auditing-Spicer & Peglar

Fifth Semester

B.B.AH-501 MARKETING MANAGEMENT

Course Objectives:

The objective of this course is to explain the students fundamentals principles and practices of marketing as well as create awareness about other inter related aspects like rural marketing, export procedures etc.

Course Contents:

- 1. Conceptual Framework of Marketing, Nature and Scope of Marketing, Marketing Environment, Role of Marketing Department, Marketing Vs Selling Functions. Market Segmentation Methods
- 2. An overview of Marketing Mix Element Products, Distribution, Pricing and Promotion related decisions and strategies.
- 3. Consumer Behaviour Concept and Importance, Factors Influencing Consumer Behaviour, Decision Making Process in Buying.
- 4. Marketing Research Concept, Scope and Objectives of Marketing Research, Types and Process of Marketing Research, Marketing Information System V/s Marketing Research.
- 5. Elementary framework in specific marketing areas such as Social Marketing, International Marketing V/s Domestic Marketing. Export Documentation & Procedures. Rural Marketing, Cyber Marketing, Consumer Relationship Management, KPO, IPO, e-Commerce etc.

References:

- 1. Marketing Management Philip Kotler
- 2. Marketing Management Dr. Rajan Saxena
- 3. Marketing Management S.S. Sherelekar
- 4. Analysis, Planning Implementation & Control Kotler Philip,

B.B.AH-502 FINANCIAL MANAGEMENT

Course Objective

The objective of this course is to acquaint the students with the basic concepts and techniques of financial management to enable them to take rational decisions in the area of finance.

Course Contents

1. Financial Management: Meaning, Concept, Nature, Scope, Objectives & Functions of Financial Planning: Concept, Need, Scope, Characteristics and influencing factors of sound

2. Capital structure : Meaning, and Importance, factors determining capital structure, Capitalization - Features of over, under and optimum capitalization. Balanced capital

structure and Trading on equity.

3. Leverage-concept, significance and Measure of operating Leverage, Financial Leverage and Combined Leverage. Cost of capital: Concept & significance, cost of various sources of capital, weighted average cost of capital.

4. Capital Expenditure Decisions - Nature and Importance of capital expenditure/capital budgeting, Evaluation methods: Accounting rate of return, Payback period, Post payback

profitability, Net present value, Internal Rate of return.

5. Dividend policies- Nature and types of dividends, Determinants of dividend policies, Overview of sources of finance.

References:

1. Financial Management - P. Chandra (Tata Mcgrawhill, New Delhi)

2. Financial Management - S.C. Kuchnal (Wheelar Publishing Home, New Delhi)

3. Financial Management - I.M. Pandey (Vikas Publishing, New Delhi)

B.B.AH-503 Business Ethics

Course Objective

Meaning of Business ethics, concern about future to show

Course Contents

Attitudes towards Business Ethics

• Definition & Meaning of Specific Terms: Ethics, Morality, Responsibility,

Business Ethics

- 2. Values and Business Ethics
- · Values and the Good Person
- Personal Values, Social Values, Moral Values, Spiritual Values.
- Value Conflicts, Value Clarification, Value Analysis

3. Corporate Governance and Business ethics

Business ethics

Corporate Governance and the Social Responsibility of Business

4- Theories of Ethics and their application to business
Utilitarianism [Act utilitarianism & Rule utilitarianism
Contractarianism [actual and hypothetical agreements / contracts]
Duty based theory or Categorical imperative.
The Golden Rule based ethics

5- History of Ethics

Brief history of Indian ethics and the main concepts and ideas. Brief history of Western ethics and the main concepts and ideas. Business ethics as a recent phenomenon [although some ideas are already found in the history of ethics in our civilization]

29

B.B.AH-504 International Business

Course Objective:

To give an extensive knowledge about the regulations in international business

Course Contents

- 1. Introduction- Evolution and Development of International Business Factors leading to growth over time in post world war period
- 2. Modes of International Business-Entry Mode- Trade Mode- Emergence of Multinational Corporations-impact on developing economies-Foreign Direct Investment (FDI) and Foreign Institutional Investment (FII) and their difference Transfer of Technology
- 3. International Regulatory Institutions-IMF-World Bank and WTO- their role in the new global economic order and on developing countries, TRIPS (Trade Related Intellectual Property Rights) and TRIMS (Trade Related Investment Measures) a brief introduction
- 4. Regional Trade Agreements with special reference to South Asian Countries, Most Favoured Nation (MFN) Agreements, SAARC and ASEAN
- 5. International Finance Balance of Payments problems and policies in developing countries (with case studies of India) and Export Import Policies

Reference:

- 1. Sodersten and Reed: International Economics
- 2. Ahluwalia: Essays in Honour of Manmohan Singh, OUP
- 3. Sikdar: Contemporary Issues in Globalization, OUP
- 4. Dasgupta Biplab: Structural Adjustment, Global Trade and the New Political Economy
- of Development, Sage Publications
- 5. Bagchi Jayanta: World Trade Organization An Indian Perspective, Eastern Law House
- 6. Gonsalves Eric and Nancy Jetly (ed.): The Dynamics of South Asia Regional Cooperation and SAARC
- 7. Watal Jayashree: Intellectual Property Rights in the WTO and Developing Countries
- 8. Stiglitz Joseph: Globalization and its Discontents
- 9. Sharan V.: International Business-Concept, Environment and Strategy (Pearson Education)

30

1910112

BBA (H) -505 Management Information System

Course Objective

The objective of this course is to develop basic understanding of conceptual framework of MIS and its related practical aspects.

Course Contents

- 1. Management Information Meaning, Nature and Scope The System Approach and System View of Business, Management Process and Determining Information Needs.
- 2. MIS Design Defining the Problem, Setting System Objectives, Development and Selection of Alternative Design, Purpose of Gross Design Report, Conversion of Manual MIS into Computerized MIS.
- 3. Information System for Decision Making Basic Information System related to Finance & Accounts, Human Resources, Marketing, Production etc.
- 4. MIS and Decision Making Phases of Decision Making Process, MIS Support and Each Phase of Intelligence, Design and Choice, Concept of Programmed Vs Non-programmed Decisions, Expert System and Decision Support System.
- 5. MIS Implementation Stages, Evaluating the System, Criteria of Evaluation, Maintenance of the System, Recent Trends in MIS.

References

- 1. Information System for Modern Management Robert G. Murdic, Joel-E. Ross, J.R. Clagget (Prentice Hall New Delhi).
- 2. Management Oriented MIS Jerome Kanter (PHI, New Delhi)
- 3. Computer Fundamentals P.K. Sinha, BPB, New Delhi.
- 4. Introduction To Computers N. Subramaniam, Himalaya Publications, Mumbai.

19.07.12 Codmi (917112

Sixth Semester

B.B.AH-601 Sales Management

Course Objective:

To give in-depth knowledge about nature channels in sales Management

Course Contents

1. Evolution of Sales Management – nature and role – Sales Management functions – selling process

Sales Organisation structure – product specialisation structure, customer-based structure, new or existing account structure, mixed organisation.

- 2. Sales channels selection of channel, types of channel, market condition, channel structure, profit potential.
- 3. Sales forecasting forecasting and market planning system, qualitative forecasting techniques, quantitative forecasting techniques.

 Sales budget purpose of sales budget, budget allocation, budgeting process.
- 4. Sales Techniques personal selling, key account management, relationship selling, direct marketing.
- 5. Retail sales trends in retailing, retail strategies, store planning, design and layout, supply chain management in retailing.

Ref. Books:

- 1. Sales Management Decisions, strategies and cases by Cundiff, Still & Govani, PHI
- 2. Sales and distribution management by Sahadev, OUP
- 3. Sales and distribution Management by S.L.Gupta, Excel
- 4. Selling & Sales Management, Jabber & Lancaster, Pearson Edu.

B.B.AH-602 International Marketing

The objective of this paper is to give in-depth knowledge about regulatory provisions in international marketing.

Course Contents

International Marketing: Meaning, Scope, Nature and Significance. International Marketing Environment - Internal and External, International Market. Orientation Identification and Selection of foreign market, Functions and qualities of an Export Manager.

Export Organization: Meaning, affecting factors and types, Overseas Product Development: It's concept and methods, pricing and its factors, Methods, of Pricing, Price quotation.

Direct Trading and Indirect Trading: Meaning and Methods, Methods of Payment in international Marketing.

Export Credit: Meaning, Nature, Influencing factors and significance, Methods of Export Credit, Export Credit and Finance in India. Risk in Export Trade, Role of the Export Credit Guarantee, Corporation of India Limited, The Export-Import Bank of India.

'fe'

4 1 Export and Import Procedure, Documentation in foreign trade, Bilateral and Multilateral Trade Agreements, Its meaning, _objective, types and significance,

SAARC, Role of WTO in Foreign Trade.

Suggested Readings:

1. International Marketing - V.S. Rathore

33

B.B.AH-603 Advertising & Sales Promotion

Course Objective:

The objective of this paper is to give in-depth knowledge about issues relating to advertising effects on sales.

Course Contents

- 1. Introduction to Advertising its role and functions, economic, social and ethical issues, DAGMAR approach
- 2- Brand and Brand Equity image, personality, attributes and consequences
- 3- Advertising Budget Top down and Build up approach, methods of advertising -Affordable method, Arbitrary allocation method, percentage of sales method, competitive parity method, objective and task method.
- 4- Media planning and strategy Types of media, media mix, media characteristics, selection of media, evaluation of media.

Evaluation of advertising effectiveness - Need and purpose of evaluation, pre-testing and post-testing techniques.

5- Sales Promotion - Definition of sales promotion, reason for its rapid growth, promotional strategy, types and techniques of sales promotion, personal selling, public relation

Reference Books: 1. Advertising & Sales Promotion by Belch & Belch, TMH

2. Advertising Management by M.V.Kulkarni, EPH

3. Advertising & Sales Promotion by Kazmi & Batra, Excel Books

4. Advertising Management - Concept & Cases by Manendra Mohan, **TMH**

B.B.AH-604 Marketing Research

Course Objective:

The objective of this paper is to give in-depth knowledge about market research and techniques.

Course Contents

- 1. Nature and scope of Marketing Research Introduction, definition and meaning, application.
- 2. Research Design Exploratory studies, Descriptive research, Experimental research.
- 3. Information collection interviews structured and direct, indirect methods, interview personal, telephone & mail.
- 4. Sample planning sampling design process, types of sampling, sample size decisions, probability sampling techniques - simple random sampling, stratified sampling, cluster sampling.

Measurement of scaling - types of scales - nominal, ordinal, interval, ratio scales, scales of measuring attitudes.

Analysis of Data - Compilation, tabulation and classification of data, analytical techniques - univariate analysis, multivariate analysis, hypothesis testing.

5. Research Report Preparation. Consumer Behaviour: Fundamentals of consumer behaviour - environmental influnces on consumer behaviour. Communication of consumer behavioral pattern. Factors influencing consumer behaviour - motivation, personality, learning, attitude, life style consumer decision making process and influencers – cultural, social, situational. Purchasing processes – post purchase behaviour consumerism. Organisational buyer behaviour.

Reference Books:-

- 1. Marketing Research: Text & Cases by Loudon, Jaico Publication
- 2. Marketing Research : S.L. Gupta, Excel Books
- 3. Marketing Research: M.V. Kulkarni, EPH
- 4. Marketing Research: G.C.Beri, TMH